

Open Day!

The British Estate Community Centre will host the **2012 Residents' Open Day on 31st October - 4 to 7pm.**

The event will be a mixture of information (we're sure) and fun (we hope), with some Halloween monstrous activities amongst the activities on offer. There will also be a fancy dress competition for all ages.

Ghouls, ghosts, werewolves, zombies, skeletons, Frankensteins and Countess Dracula all invited!

The EastendHomes senior management team (fairly scary at the best of times, let alone at Halloween!) will again answer questions from residents and staff across all our departments will be available for a chat.

The event was well attended last year and we received some lovely feedback. Hope to see you there!



Our mission:

EastendHomes will provide a local housing service which is efficient, gives value for money and meets the needs, priorities and aspirations of all residents.

Our vision:

To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents.

Our core values:

The core values which support, inform and guide our work at all levels in the organisation are:

We value and support resident involvement

We recognise and value the commitment and hard work by our staff

We always strive to provide the best possible service

We welcome and support diversity and we are committed to equality

We want to improve and succeed in all aspects of our work

In this issue...



Greener Gardens

New, improved and award-winning gardens



Gas Safety Special Offer

A chance to make sure you're safe



Stars in your eyes?

Residents going the extra mile for their community

Extra help from EastendHomes - Skills London - Energy Help - Performance Targets - Gas Servicing - Join the Space - T.H.E. Community Power



Extra Help from EastendHomes - 1

Responding to youth unemployment

The **Evening Standard** has been running front page stories on the issue of chronic youth unemployment. They are working with Tower Hamlets based charity **City Gateway** to urge businesses to take on young apprentices. With one in four young Londoners unemployed, EastendHomes continues to work with local agencies to provide opportunities for local young people.

Ever since EastendHomes started, we've given local young people chances. We employed both our caretaking apprentices and there's a former apprentice employed at our Head Office. Moreover, numerous staff joined us through the successful **Skillsmatch** or Skillsladder scheme.

With around 120,000 young Londoners seeking employment, there's still more to be done.

Looking for a break or simply want to share your view on youth unemployment? Please get in touch by calling **020 7517 0409**.



Extra Help from EastendHomes - 2

Senior Service

If you'd like to know more about activities on offer for our senior citizens (you don't have to be an OAP to join in), please get in touch. Holland elders enjoyed a trip to Madame Tussauds earlier this year. And Isle of Dogs seniors enjoy their annual Fish & Chip Trip. There's afternoon tea, pub lunches, craft sessions and lots more!



For more details on these or other ways EastendHomes provides extra help, please contact Paul Wilson on **020 7517 0409** or email paul.wilson@eastendhomes.net.

skillsLondon 2012

skillslondon2012.co.uk

London's biggest careers and skills event
ExCeL London, 23 - 24 November 2012

www.skillslondon2012.co.uk



Bursting with careers
From maritime to finance



Energy Help from EastendHomes The British Gas energy trust

EastendHomes is working with East End Energy Fit to bring you help.

East End Energy Fit have helped local people claim £13,000 worth of grants in the last six months. To make an appointment, call into your local EastendHomes office or ring **020 7392 2916** or email eastendenergyfit@toyneehall.org.uk

If the Bromley-by-Bow Centre is more convenient for you please email eastendenergyfit@bbbc.org.uk

**EDF Energy
Trust**

To get help at Bromley-by-Bow Centre

St Leonard's St, E3 3BT,
nearest tube - Bromley-by-bow

Call
020 8709 9737

or email
eastendenergyfit@bbbc.org.uk



Bromley-by-Bow Centre

To get help at Toyneeh Hall

28 Commercial St, E1 6LS,
nearest tube - Aldgate East

Call
020 7392 2916

or email
eastendenergyfit@toyneehall.org.uk

Or text "yes" to
07507 850417 - we will call you back



Toyneeh Hall

Learning from local action
developing national solutions



Keeping you Safe

Following serious fatal fires in Lewisham and Southwark, action was needed to reduce the risk of tragedy. Home security measures - such as fitted security gates, once considered not to be a problem - can create a significant fire risk.

We advised residents to remove their security gates and offered our help. In July, injunctions were obtained reluctantly against three residents who refused to comply. Court costs of over one thousand pounds were awarded to EastendHomes in each case. The court order means that the residents must remove their gates and pay court costs they could have avoided.

If we advise you to remove your gate, and we will if there is an increased risk, failure to remove your gate could cost you dearly.

If you have a gate, please arrange to remove it now. We can help and can remove it for free. Contact Keiron Carroll on **020 7517 4715** or your local housing centre manager for further advice and help us reduce the risk of tragedy.



Board minutes on-line



Did you know that the minutes of EastendHomes main board meetings are available online for download?

The agendas and minutes from all EastendHomes board meetings are made available on our Board page at www.eastendhomes.net. Minutes are uploaded once they have been approved as an accurate record at a subsequent meeting. This is to ensure that any inaccuracies are removed, and that board members have a chance to confirm the published minutes as an accurate record of what was discussed.

So if you'd like to know more about the work of our board, please visit our website, www.eastendhomes.net

Housing Benefit changes

The National Housing Federation (www.housing.org.uk) has published a leaflet offering advice to tenants about the upcoming changes to Housing Benefit. You can also download a copy of this leaflet from our website.

Please remember that EastendHomes hosts free independent financial advice sessions. Contact your local office for details of the next session and to book an appointment.



The Government is reducing the amount of housing benefit some people can claim.

This leaflet will help you find out:

✓ who will be affected

✓ where you can go to get help and advice

Speak Out

It seems like there's been a lot of housing-related stories in the press recently, with some thought-provoking matters being raised. Not everyone thinks the same, but we'd like to hear your views on a 'hot topic' - squatting.

Squatting a residential private property is now a criminal offence, with the first prosecution already taken place. But this legal change doesn't apply to properties owned by social housing landlords. What do you think about the new law?

Please send your comments to editor@eastendhomes.net. Or text us on **07961 941 584** - text '**OTT**' if you think prison sentences too heavy a response or '**JAIL**' if you think it right.

Latest rehousing statistics available

The latest low-down on how many people are waiting to move and how many people have moved is available at your local office or at www.eastendhomes.net in the 'tenants' pages.

The Space

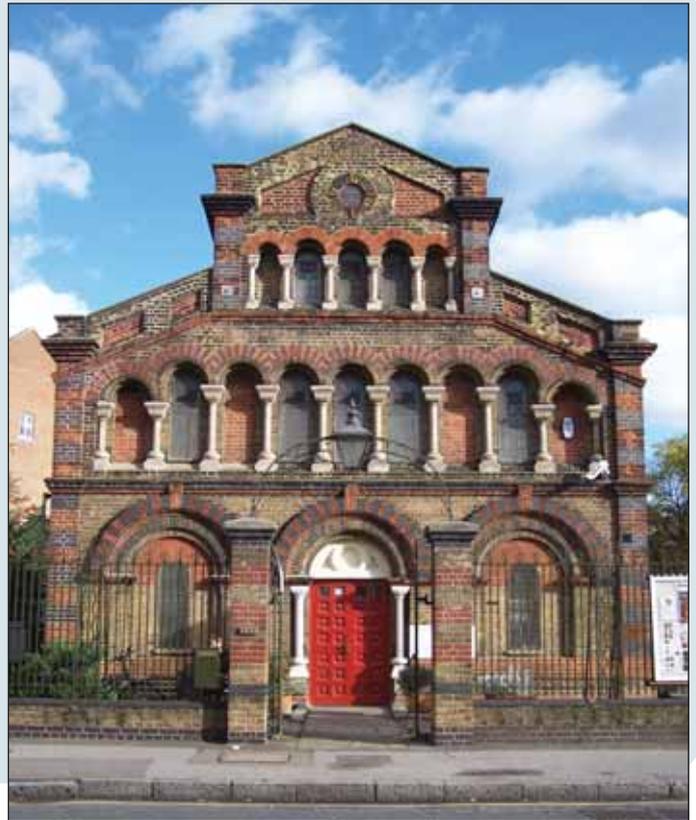
a community theatre with lots to offer

The Space is a performing arts and community centre based in a converted church on Westferry Road on the Isle of Dogs.

Regular arts events and workshops, run by their own in-house theatre company are on offer. The Space has a cosy café/bar and the venue is available for hire.

"The Space is an excellent venue producing and hosting a variety of high-quality performances for all tastes. Not only that, the SpaceWorks programme gets local people involved with creating theatre. It's a great place to see a show, have good food and meet other members of the community." Pradeep, Manchester Road estate resident.

For details of what's on, visit <http://space.org.uk/> or ring **020 7515 7799**



Stars in your eyes

STAR
in the
Community
Awards
2012

The third annual STAR in the Community Awards takes place on 26th November.

We're not allowed to reveal the winners yet!

The categories for awards:

- **Inspirational resident award**
- **Young people's award (under 25s only)**
- **Contribution to resident involvement award**
- **Bringing people together award**
- **Environmental award**

For more details visit www.facebook.com/starinthecommunity or contact us after the Award Ceremony



Better off online

We had a great response to our free computer offer in the last issue of EastendHomes News so we've decided to give away another computer. Internet access is a great way to save money, learn new skills and keep in touch so we're pleased to support the Race Online 2012 by helping residents to get online and computer-savvy.

If your household lacks a computer and cannot afford one but wants to get online, please call into your local office and let the staff there know (before Monday 3rd December). Those that applied last time will stay in the 'hat'. We've another basic computer system to give away which will get you started on the internet.

Visit Race Online at www.go-on-uk.org





Greener Gardens – new and improved

The Recipe Tree Garden – also known as the Cow Garden – picked up 2nd place in the inaugural East London Garden Society (ELGS) Awards this year. A presentation was held in October, which saw Lady Avebury from the ELGS recognise the Eric Street garden, in Mile End. This innovative garden offers natural play for kids, picnic tables, vegetable beds and planting designed to help bio-diversity – birds, butterflies, bees and the like. This latest award follows on from the commendation in the Daily Telegraph Gardening against the odds Awards, which saw local resident and environmental champion Tania Nalywajko, pick up an award from Britain's most famous celebrity gardener, Alan Titchmarsh.

Gardens for people and planet alike

And on the Isle of Dogs, the Manchester Estate Nature Trail Garden – itself previously a London Tree and Woodland Awards winner - and the West Ferry Estate Communal Gardens & Grow Your Own Garden, were the subject of a fact finding visit by representatives from the Greater London Authority, following a recommendation from the Council.

Daft about daffs?

Manchester Estate saw over a hundred and forty financial workers plant 500kgs of daffodils (around 4-6000 bulbs!) plus thousands of crocuses, fritillaria and erythronium alongside EastendHomes front-line and Head Office staff in October. Volunteers have also helped further improve communal gardens this year at Glamis and St George's, with more green action days planned.

Student project

Students from London Metropolitan University are working in Harbinger Road, clearing a jungle of brambles and working up ideas for the garden's future.



Harbinger Road

Bee Garden

Another new garden is on its way this autumn in Eric Street, which will see Canary Wharf volunteers working with EastendHomes and local residents to create possibly our most ambitious garden to date - The Bee Garden. Green space transformations are also planned for St George's Estate this winter. More in our next issue.





If you're as passionate about improving our gardens as we are, please ring Paul on **020 7517 0409** or via **greenergardens@eastendhomes.net**



Gas servicing special offer for service charge payers

GAS
safe
REGISTER

You can't smell, see or taste carbon monoxide (CO). It can kill without warning and even if it doesn't kill you, it can cause major harm to your health, including paralysis.

A Matter of Life & Death

Faulty gas appliances can kill. And if you're renting out your property you have a legal obligation to provide a yearly gas safety check. EastendHomes recommend **K&T Heating** for gas safety inspections and maintenance. They offer four levels of cover starting from **£7.15** per month.

let's talk
gas safety

www.gassaferegister.co.uk

Around twenty people die each year in Britain from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or looked after.

Win a gas care package!

For your chance to win a year's gas care cover and to hear more about **K&T Gas Care**, please email homeowners@eastendhomes.net with your name, address and contact number. 'Small print' conditions apply, available upon request.

www.gassaferegister.co.uk for more info

Service charge actuals

Since the end of the financial year on 31st March, EastendHomes has been working on the Final Account of every service charge payer (referred to as the "actual" bill). **Actual Bills** were issued in September. These charges were based on what was actually spent on your building and estate during the year. The Homeownership Team check and reconcile costs for accuracy but are always happy to discuss with you how they have calculated your charges.

Payment Options

Depending upon your lease, your service charge is either due to us in four quarterly instalments or two per year. Paying by Direct Debit means that you can stagger your payments over ten easier instalments. To arrange this please contact us.

And don't forget, you can get help with paying your service charges by contacting us on **020 7517 0424**. The Home Ownership team will be able to assist or refer you to other agencies that can help. Please get in touch and don't ignore the problem!

If you've a query or need more info please do get in touch.



Help bring your energy bills



down

Winter draws on, but there's still time for Tower Hamlets residents to sign up to a new energy co-operative that could mean cheaper energy bills in future.

Tower Hamlets Energy – Community Power

By buying energy in bulk, T.H.E. Community Power will give local people the chance to switch energy providers and benefit from a cheaper energy tariff.

Residents only need to express an interest in the scheme and there is no obligation to switch provider at any stage.



Once 5,000 households have expressed an interest, the co-operative will negotiate with energy providers to secure a cheaper deal for everyone.

There is no obligation for residents to switch provider – now or in the future – and the scheme is open to all residents, regardless of their household income.

Mayor Lutfur Rahman launched the scheme this summer to support residents as living costs increase and to help reduce fuel poverty.

He said: *“We need people to register their interest to make the co-operative work and with the winter around the corner, now is the time to do it.”*

CLLr Rabina Khan, Cabinet Member for Housing, added: “The best thing about the scheme is that the more people that sign up, the more everyone saves.

“So we need residents to encourage their neighbours and friends to sign up too.”

T.H.E Community Power will also offer members free and impartial advice on grants, insulation, fuel debt, and energy efficiency schemes to help residents keep their bills down.

Registering your interest only takes five minutes to do, online at www.towerhamlets.gov.uk/energy or by calling freephone: 0800 5088364 (9am – 5pm on weekdays).



Noticeboard

Christmas Dance

Such a nice time was had at our Diamond Jubilee Dance earlier this year that we've been asked to host another dance, again at Calder's Wharf. With dancing to live music and a free buffet, why not come along and have a lovely evening? Tickets are available by ringing 020 7517 0409. Get your dancing shoes on and we hope to see you there!

Rents Prize Draw - £50

Congratulations to the latest winner of our latest rents prize draw. All accounts without arrear are entered automatically for a chance to win. For many people, the easiest way to remember to pay on time is paying by Direct Debit. For more details please call **020 8880 7816**.



Lettings Surgeries

Monthly Lettings Advice surgeries - why not find out about our exchange list. Details from your local office.



Community Impact Awards

Residents joined staff at the National Housing Federation Community Impact Awards in London in October. New and innovative schemes to better help communities was the theme of the event and it was also a nice opportunity for residents from different estates to meet and chat. If you'd like to know more, please get in touch - **020 7517 0409**.



Christmas Opening Hours

Most of our offices will be closed from 5pm on Monday 24th December 2012 and will reopen on Wednesday 2nd January 2013.

Christmas Cover Office Opening

The reception at Mile End Housing Centre will be open to all visitors on the following dates:

Thursday 27th December

Friday 28th December

Monday 31st December

Open 9am to 4.30pm

To report an emergency repair during office hours phone

☎ 020 8880 7055.

To report an emergency repair outside office hours phone the Emergency Call Centre on

☎ 0300 123 0728.



Get in touch

If you've got something you'd like us to write about, please let us know as if we don't write about what matters to you in your newsletter perhaps we should save the paper and not bother in the first place!

Email **Letmeknow@eastendhomes.net** with your comments, ideas and suggestions.



Performance Counts!



Here at EastendHomes we keep tabs on our work through a set of performance indicators. Facts and figures may not always tell a complete picture but do indicate trends and can help spot areas for improvement.

Our Top Ten performance indicators were chosen by residents as their priorities.

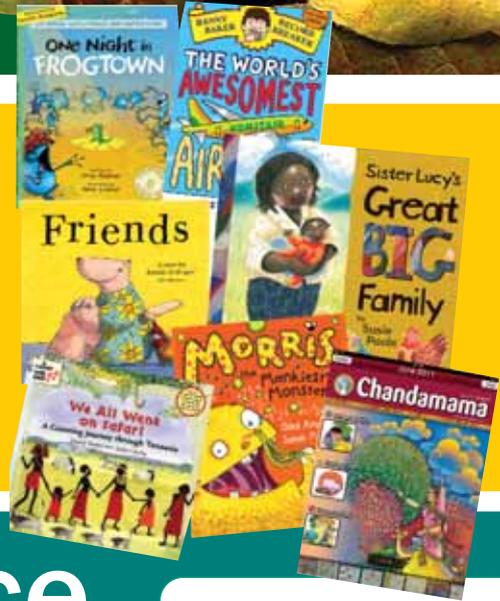
But priorities change over time. So if you'd like to comment on our current top of the pops please let us know by emailing letmeknow@eastendhomes.net or get in touch any way you choose, by post FREEPOST EASTENDHOMES, in person at our neighbourhood offices or over the phone **020 7517 4700**.

No	Performance Indicator	Perf. 2007/8	Perf 2008/9	Perf 2009/10	Perf 2010/11	Perf 2011/12	Perf Q1 2012/13	Target 2012/13
Voids								
1	Short term Void Turnaround Times (days)	25	19.6	17.9	12.9	13.6	7.8	22
Lettings								
2	New tenant satisfaction with condition of home	53%	53%	76%	84%	87%	-	90%
Repairs								
3	Repairs completion in target overall	93%	94%	97%	97%	94%	99%	98%
4	Appointments kept	92%	94%	96%	97%	97%	97%	98%
5	Repairs satisfaction	93%	93%	84%	76%	87%	97%	95%
Rents								
6	Rent collection (Calculation method revised 4/2009)	Method Revised April 09	97.53%	95.87%	99.43%	99.34%	96.40%	95%
Anti-social behaviour								
7	Satisfaction with outcome of ASB complaint	KPI introduced 08/09	84%	68%	75%	76%	100%	90%
Gas servicing								
8	% Properties with valid CP12	99.00%	99.20%	99.75%	98.45%	99.50%	99.90%	100%
Estate cleaning								
9	External areas grade B or above	KPI introduced 08/09	97%	99.8%	99.8%	100%	100%	100%
Complaints								
10	Satisfaction with case outcome	KPI introduced 08/09	36%	53%	18%	15%	None	50%

Win Children's Books

We have a variety of children's books to give away - for your chance to win, just email your name and age to editor@eastendhomes.net with Giveaway Books as the subject line.

Closing date 19th November



At your service

You can contact us by Text Phone 07961 941584

Contacts

EastendHomes Head Office

Tayside House, 1st Floor,
31 Pepper Street, London E14 9RP
Email:
enquiries@eastendhomes.net
Phone: 020 7517 4700
Fax: 020 7515 0218

Island Gardens Neighbourhood Centre

137 Manchester Road,
Isle of Dogs, London E14 3DN
Email:
islandgardens@eastendhomes.net
Phone: 020 7538 2340
Fax: 020 7537 0512

Mile End Housing Centre

38 Wager Street,
London E3 4JE
Email: mileend@eastendhomes.net
Phone: 020 8880 7055
Fax: 020 8880 7810

St George's & Glamis Housing Centre

61a Swedenborg Gardens,
London E1 8HP
Email:
stgeorges&glamis@eastendhomes.net
Phone: 020 7680 8640
Fax: 020 7680 8641
Freephone: 0800 0281587

Holland Housing Centre

26-28 Toynbee Street,
London, E1 7NE
Email:
holland@eastendhomes.net
Phone: 020 7456 6700
Fax: 020 7456 6737

Moved from
Commercial Street

All our housing centres are now open from 9am to 4.30pm.

Out of Hours Emergency Repairs

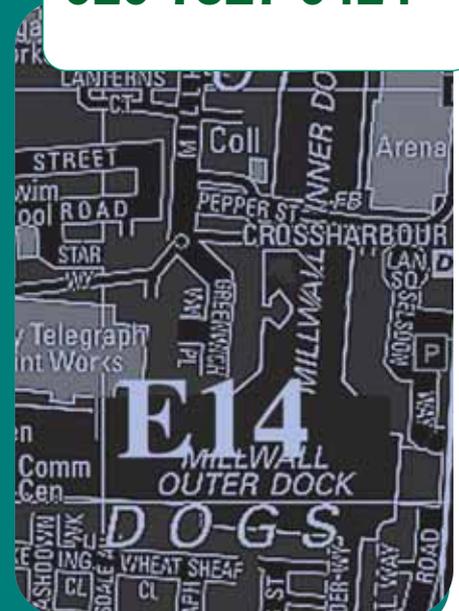
0300 123 0728

Rents

020 8880 7811

Right to Buy and Home Ownership

020 7517 0424



Other languages and formats that this newsletter is available in

If you ask, we can provide copies of this newsletter in a range of languages and formats, including:

- in languages such as Bengali and Somali;
- in Braille;
- in large print;
- on audio tape.

To ask for a different format, please contact your local housing centre.

